

SENIOR CENTER PROGRAM MANAGER

GRADE: 23

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Senior Center Program Manager performs difficult professional and administrative work involving the day-to-day management and supervision of the Rockville Senior Services Division. The employee supervises Senior Center staff, prepares program evaluation data, and coordinates multiple projects important to the Department. The position reports directly to the Superintendent of Recreation, and the incumbent is required to work as a team leader with supervisors and staff from other divisions to ensure smooth coordination of department services. The physical demands of the position are light and the working conditions can be somewhat stressful working with complex situations and meeting deadlines. The position requires considerable independent judgment in carrying out assignments. Evening, weekend and emergency work is required.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Works with the staff, civic groups, and other community organizations in determining recreational service needs/desires, and the best utilization of facilities and programs, which satisfy the needs and desires of Senior Citizens in a cost effective manner.

- Coordinates the gathering and analysis of information related to senior needs/desires/trends and relates this data to budget preparation, evaluation and long-range planning.
- Works with Rockville Seniors Inc., in fundraising efforts.
- Ensures community input is solicited in reference to facility development, program evaluation and changes, employing formal and informal surveys, meetings and personal contacts.
- Establishes and maintains contacts with center users, community groups and appointed committees in order to develop center services relevant to the needs and interests of participants and the greater community.
- Works with the Director of Recreation and Parks, the Superintendent of Recreation, and other department staff to develop and implement new programs and services for senior citizens.
- Works with Supervisors of other City facilities to secure and manage access to space for Senior Citizen programs and services.
- Maintains careful and accurate control of budgeted expenditures and revenues in the division in accordance with accepted City procedures.
- Effectively manages the day-to-day operations of the Rockville Senior Center with revenue and non-revenue supported programming within budgetary guidelines including coordination of scheduling and rental of center facilities/rooms/equipment for programs.
- Develops and implements center marketing, including advertising, public service announcements, coordination of the quarterly recreation brochure, city newsletter, website and other media to promote programs and the facility.
- Develops and implements safety and risk management policies and strategies to maximize participant safety and minimize potential City liability.
- Develops and implements department-wide oversight and coordination to comply with the Americans with Disabilities Act, including advertising, training, coordination of publications and manuals and other media to ensure compliance and awareness.
- Recruits, selects, trains, supervises and evaluates regular, part-time and volunteer staff in all aspects of Senior Citizen services.
- Gathers information pertaining to new development in the field of Senior Citizen services and applies these methods and practices to professional guidance and training for subordinate employees, volunteers, etc.
- Meets with agencies outside the City of Rockville whose services are of value to City government and its citizenry.
- Supervises the work of subordinate employees.
- Performs related work as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in gerontology, recreation, or

a related field, plus eight years of progressively responsible work involving Senior Citizens or Program Management. Supervisory experience and facility management are preferred.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the recreational, social services needs, and leisure-time needs of senior citizens and users of all ages, including individuals with disabilities.
- Considerable knowledge of facility management including systems operations, proactive and preventative maintenance cleanliness and safety to consistent high standards.
- Considerable knowledge of computer and technology skills including word processing, spreadsheets, and marketing software.
- Considerable knowledge of the organization, development and operation of Senior Citizen facilities and services.
- Exceptional customer service skills and the ability to promote these skills among subordinates.
- Ability to manage programs, facility and personnel within policy guidelines and budgetary limitations.
- Ability to make decisions recognizing established precedents and practices, and to use resourcefulness and tact in meeting new situations.
- Ability to establish and maintain effective working relationship with superiors, subordinates, volunteers and community organizations, associates and other employees and departments, and the general public.
- Ability to stimulate staff to maintain a high level of quality and creativity in their daily work.
- Ability to work in a High Performance Organization environment.